

Quick Notes

Fraud awareness

23018

Time is of the essence when you suspect fraudulent transactions or activity on a client account.

The Investec Global CSC is available 24/7 and will be your point of contact for reporting any fraud related matter and can be contacted on 0860 33 55 77.

We encourage all CCM users to authenticate every transaction prior to processing payments on the system.

Should you become aware of a fraudulent transaction and you have contacted and reported the fraud to the global CSC, the relevant beneficiary bank will be notified of the fraud event whereafter you will need to provide the following to your regional servicing team within 4 working days:

- SAPS Case number
- Copy of an affidavit. The affidavit must include a commissioner's stamp, a detailed account of the incident, and specific payment details like the date, amount and beneficiary account number.

- Any evidence that you may have in respect of this matter. It may be in the form of documentation or communication regarding the incident.

For any queries, please contact your Investec for Intermediaries consultant or our CCM [Inland](#) or [Coastal](#) Servicing teams.

Regards

Shavonne Bagley

Shavonne Bagley
Head of Client Servicing

